



**DEVELOPING PROPOSAL FOR THE PRACTICE OF RECOGNIZING AND  
AWARD-GIVING QUALITY GREEN SPACE IN MALAYSIA**

**By**

**ISKANDAR AL KHALIFAH MOHD RAZALI**

**Thesis Submitted to the School of Graduate Studies, Universiti Putra  
Malaysia, in Fulfilment of the Requirements for the Degree of Master of  
Science**

**February 2022**

**FRSB 2022 11**

All material contained within the thesis, including without limitation text, logos, icons, photographs and all other artwork, is copyright material of Universiti Putra Malaysia unless otherwise stated. Use may be made of any material contained within the thesis for non-commercial purposes from the copyright holder. Commercial use of material may only be made with the express, prior, written permission of Universiti Putra Malaysia.

Copyright © Universiti Putra Malaysia



Abstract of thesis presented to the Senate of Universiti Putra Malaysia in  
fulfilment of the requirement for the degree of Master of Science

## **DEVELOPING PROPOSAL FOR THE PRACTICE OF RECOGNIZING AND AWARD-GIVING QUALITY GREEN SPACE IN MALAYSIA**

By

**ISKANDAR AL KHALIFAH BIN MOHD RAZALI**

**February 2022**

**Chair : Shureen Faris Abdul Shukor, PhD**  
**Faculty : Design and Architecture**

In Malaysia, the agenda to provide quality green space for its living environment was outlined within the National Landscape Policy. However, the aspiration towards it remained dormant and progressing slowly. Problems like the conflict and lacking of method to evaluate the quality green space worth and blunt adoption of approaches from temperate countries into tropical country can cause the Malaysia to experience shortage in quality green space. A popular and feasible approach is needed to garner everyone attention in bolstering the quality green space development in Malaysia. Hence, this study aims to identify a new approach for appraising, rate and assess quality green space in Malaysia. To gather this information, a personal interview using a semi-structured open-ended interview was conducted with 15 professionals involved in the Malaysian landscape industry. The interviews garnered their opinions, standpoint, and perceptions on the research subject concerning the state of recognition and awards in Malaysian landscape industry, factor affecting quality green space in Malaysia, and proposal for the recognition and awards scheme quality green space in Malaysia. Then, a thematic analysis was used to extrapolate the findings. The results elicit several important findings on the topic. First, there was no recognition and awards scheme for quality green space in Malaysia. Results also averred the recognition and award scheme was important to provide individual, group or product a formal recognition, publicizing the quality green space and those responsible for it, helps advertising the landscape industry and potential to be adopt as management tool to assist nation green space provisioning. However, issues like the schemes' ephemeral effect, schemes' transparency and commodization of green space may hinder the good purpose of recognition and awards if no intervention were made. Findings suggested by transforming the practice of recognition and awards into a certification program and inviting more party during the scheme evaluation process, ones may reduce the issues dwelled within the proposed idea. This research also succeeds to identified 22 imperative factors for quality green space in Malaysia. These 22 factors were subsequently grouped into three key components known as, the

physical and environment of green space, the social and experience in green space, and the management and place-keeping of green space. It was suggested that all of these components were highly interlinked and failure from one component may lead to a breakdown for quality green space provisioning. In addition, this study also managed to propose the basic requirement for the practice of recognizing and awards quality green space in Malaysia. Within the proposal, the scheme objective, assessment framework, evaluation criteria, scoring and process were highlighted based on the finding from the literature identified. The interviews also found that there was a demand and positive feedback from the experts on the need for recognition and award practices to bolster the quality green spaces and improve the landscape industry. The information gleaned from this study would be useful to the Malaysian National Landscape Department, green space practitioner, researcher, and local authority working to improve the quality of the place and the quality of life.

Keywords: Award, determinant factor, expert interview, recognition system, quality park.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia  
sebagai memenuhi keperluan untuk ijazah Master Sains

## **CADANGAN MEMBANGUNKAN AMALAN PENGIKTIRAFAN DAN PENGANUGERAHAN KAWASAN HIJAU BERKUALITI DI MALAYSIA**

Oleh

**ISKANDAR AL KHALIFAH BIN MOHD RAZALI**

**Februari 2022**

**Pengerusi : Shureen Faris Abdul Shukor, PhD**  
**Fakulti : Rekabentuk dan Senibina**

Di Malaysia, agenda untuk menyediakan kawasan hijau berkualiti untuk persekitaran kehidupan digariskan dalam Dasar Landskap Nasional. Namun, hasrat ke arahnya masih pasif dan berkembang perlahan. Masalah seperti konflik dan kekurangan kaedah untuk menilai kualiti kawasan hijau dan penggunaan pendekatan yang melulu dari negara beriklim sederhana ke negara tropika boleh menyebabkan Malaysia mengalami kekurangan kawasan hijau yang berkualiti. Pendekatan yang popular dan mudah untuk dilaksanakan diperlukan untuk menarik perhatian semua orang dalam memperkukuh pembangunan kawasan hijau yang berkualiti di Malaysia. Kajian ini bertujuan untuk mengenal pasti pendekatan baru untuk menilai, menjelaskan dan mentaksir kawasan hijau yang berkualiti di Malaysia. Untuk mengumpulkan maklumat berkaitan, teknik wawancara bersemuka menggunakan temu bual semi-struktur dilakukan dengan 15 profesional yang terlibat dalam industri landskap Malaysia. Wawancara tersebut mengumpulkan pendapat, sudut pandang, dan persepsi mereka terhadap subjek penyelidikan mengenai keadaan pengiktirafan dan penganugerahan dalam industri landskap Malaysia, faktor yang mempengaruhi kawasan hijau yang berkualiti di Malaysia, dan cadangan untuk skema pengiktirafan dan penganugerahan kawasan hijau yang berkualiti di Malaysia. Seterusnya, analisis tematik digunakan untuk mengeluarkan dapatan kajian. Hasil kajian telah menggariskan beberapa penemuan penting mengenai topik yang dikaji. Pertama, Malaysia tidak mempunyai skema yang khusus untuk pengiktirafan dan penganugerahan untuk kawasan hijau yang berkualiti. Temu ramah juga membuktikan amalan pengiktirafan dan penganugerahan adalah penting untuk memberikan pengiktirafan formal kepada individu, kumpulan atau produk, mempublikasikan kawasan hijau yang berkualiti dan mereka yang bertanggungjawab, membantu mengiklankan industri landskap dan berpotensi untuk diguna pakai sebagai alat pengurusan untuk membantu penyediaan kawasan hijau negara. Namun, isu-isu seperti kesan singkat skema, ketelusan skema dan komodisasi kawasan hijau dapat mengekang faedah pengiktirafan dan penganugerahan sekiranya

tiada langkah intervensi dilakukan. Hasil kajian turut menyarankan agar amalan pengiktirafan dan penganugerahan dialih kepada sebuah program pensijilan dan penglibatan dari pelbagai pihak semasa proses penilaian skema dapat mengurangkan masalah yang berkaitan dengan isu skema. Penyelidikan ini juga berjaya mengenal pasti 22 faktor penting bagi ruang hijau yang berkualiti di Malaysia. Kesemua faktor ini kemudiannya dikelompokkan kepada tiga komponen utama yang dikenali sebagai, fizikal dan persekitaran kawasan hijau, sosial dan pengalaman di kawasan hijau, dan pengurusan dan penjagaan kawasan hijau. Kesemua komponen ini dipercayai saling berkaitan dan kegagalan dari salah satu komponen dapat menyebabkan kesukaran dalam penyediaan kawasan hijau yang berkualiti. Di samping itu, kajian ini juga berjaya mencadangkan panduan asas untuk amalan pengiktirafan dan penganugerahan kawasan hijau yang berkualiti di Malaysia. Proposal yang dicadangkan mengandungi objektif skema, kerangka penilaian, kriteria penilaian, pemarkahan dan proses penilaian. Kesemua kandungan ini disorot berdasarkan dapatan dari literatur dan pengetahuan yang diperolehi melalui kajian ini. Temu ramah juga mendapati bahawa terdapat permintaan dan maklum balas positif dari para pakar mengenai keperluan amalan pengiktirafan dan penganugerah untuk meningkatkan kawasan hijau yang berkualiti dan meningkatkan industri landskap sepenuhnya. Maklumat yang diperolehi dari kajian ini akan berguna bagi Jabatan Landskap Nasional Malaysia, pengamal ruang hijau, penyelidik, dan pihak berkuasa tempatan yang berusaha meningkatkan kualiti tempat dan kualiti hidup.

Kata kunci: Anugerah, faktor penyebab, temu ramah pakar, sistem pengiktirafan, taman kualiti.

## ACKNOWLEDGEMENTS

*In the Name of Allah, the Most Gracious and the Most Merciful*

Alhamdulillah, praise be to Allah s.w.t. The journey of this research could not be possible without the blessing from Allah and various support from these individuals.

I would like to express my deep gratitude to Assoc. Prof. Dr. Shureen Faris Abd. Shukor and Assoc. Prof. Gs. Dr. Mohd Johari Mohd Yusof for their knowledge, inspirations, valuable inputs, and guidance. Your patient and tolerance, genuine caring, enthusiastic encouragement, and concern enable this research work to be possible. Thank you and may the protection of Almighty Allah continues be with you.

Finally, my utmost appreciation goes to my cherished parents, my beloved mother, Maimunah Darus and my father, Mohd Razali Saat. Your love, patience, and encouragement have upheld me and filled these years with joy and happiness. My special appreciation also goes to my brother, Mohamad Islah-Al-Fillah as well as other family members, and friends for their everlasting love and support throughout this study. They have been the great source of my strength.

May the blessings of Allah s.w.t reach all these people for their kindness.

*Ameen*

This thesis was submitted to the Senate of Universiti Putra Malaysia and has been accepted as fulfilment of the requirement for the degree of Master of Science. The members of the Supervisory Committee were as follows:

**Shureen Faris binti Abdul Shukor, PhD**

Associate Professor  
Faculty of Design and Architecture  
Universiti Putra Malaysia  
(Chairman)

**Mohd Johari bin Mohd Yusof, PhD**

Associate Professor Ts., Gs.  
Faculty of Design and Architecture  
Universiti Putra Malaysia  
(Member)

**ZALILAH MOHD SHARIFF, PhD**

Professor and Dean  
School of Graduate Studies  
Universiti Putra Malaysia

Date: 13 October 2022



## Declaration by Members of Supervisory Committee

This is to confirm that:

- the research and the writing of this thesis were done under our supervision;
- supervisory responsibilities as stated in the Universiti Putra Malaysia (Graduate Studies) Rules 2003 (Revision 2015-2016) are adhered to.

Signature: \_\_\_\_\_  
Name of  
Chairman of  
Supervisory Committee: Shureen Faris Abdul  
Shukor

Signature: \_\_\_\_\_  
Name of  
Member of  
Supervisory Committee: Mohd Johari Mohd  
Yusuf

## TABLE OF CONTENTS

		Page
	<b>ABSTRACT</b>	i
	<b>ABSTRAK</b>	iii
	<b>ACKNOWLEDGEMENTS</b>	v
	<b>APPROVAL</b>	vi
	<b>DECLARATIONS</b>	viii
	<b>LIST OF TABLES</b>	xii
	<b>LIST OF FIGURES</b>	xiv
<b>CHAPTER</b>		
<b>1</b>	<b>INTRODUCTION</b>	
	1.1 Introduction	1
	1.2 Research background	1
	1.3 Problem statements	3
	1.4 Research questions	4
	1.5 Research aim	4
	1.6 Research objectives	4
	1.7 Research significance	4
	1.8 Assumptions and limitations	5
	1.9 Definition of terms	5
	1.10 Thesis structure	6
<b>2</b>	<b>LITERATURE REVIEW</b>	
	2.1 Introduction	8
	2.2 Recognition and award-giving practice	8
	2.2.1 Recognition practice	8
	2.2.2 Award-giving practice	10
	2.2.3 Recognition and award-giving practice for excellence green space	11
	2.3 Quality green space	12
	2.3.1 Issues relating quality green space	12
	2.3.2 The Important of quality green space	13
	2.4 Factors affecting quality green space	13
	2.4.1 Generic factor that affects the quality green space	13
	2.4.2 Other potential factor affecting the quality green space	19
	2.5 Review on the existing recognition and award-giving practice for quality green space	21
	2.6 Theories relating to the recognition and award-giving practice and quality green space	26
	2.6.1 Skinner's Reinforcement theory	26
	2.6.2 Quality of Life theory	27
	2.7 Conceptual framework	28
	2.8 Summary	29

<b>3</b>	<b>METHODOLOGY</b>	
3.1	Introduction	31
3.2	Research design	31
3.3	Research instrument	32
	3.3.1 Expert interview	33
	3.3.2 Interview guide	33
	3.3.3 Preparation for interview guide	34
	3.3.4 Content of interview guide	34
3.4	Selection of respondent	34
	3.4.1 Sampling strategy	34
	3.4.2 Sampling criteria	35
	3.4.3 Sampling size	36
	3.4.5 Sampling selection	37
3.5	Data collection	37
	3.5.1 Literature review	37
	3.5.2 Pilot study	38
	3.5.3 Conducting the main interview with experts	39
3.6	Data analysis and trustworthiness strategy	41
3.7	Summary	41
<b>4</b>	<b>RESULTS AND DISCUSSION</b>	
4.1	Introduction	43
4.2	Experts' background	43
4.3	Perspectives from professional landscape architects on the recognition and award-giving practices currently used in the Malaysian landscape	44
	4.3.1 Experts' involvement and knowledge about the practice	44
	4.3.2 Experts' perception on the idea of setting up new recognition and awards practice for quality green space in Malaysia	46
	4.3.3 Expert's opinion on the need and important of recognition and award-giving practice for quality green space in Malaysia	46
	4.3.4 Experts' concern on the issues related with recognition and award-giving practice	48
	4.3.5 Expert's suggestion for the proposal of recognition and award-giving quality green space in Malaysia	51
4.4	Factors affecting the quality of green space in Malaysia	52
	4.4.1 Physical and environment	53
	4.4.2 Social and experiences	57
	4.4.3 Management and place-keeping	60

4.5	Suitable recognition and award-giving scheme that assessed and rate the quality of green space in Malaysia by using the identified factors	64
4.5.1	The aim of the scheme	64
4.5.2	Assessment framework	64
4.5.3	Assessment criteria	65
4.5.4	Scoring and evaluation	68
4.5.5	Assessment process	69
4.6	Discussions	72
4.6.1	Perspectives from professional landscape architects on the recognition and award-giving practices currently used in the Malaysian landscape	73
4.6.2	Factors affecting the quality of green space in Malaysia	74
4.6.3	Suitable recognition and award-giving scheme that assessed and rate the quality of green space in Malaysia by using the identified factors	75
4.7	Summary	76
<b>5</b>	<b>CONCLUSION AND RECOMMENDATIONS</b>	
5.1	Introduction	78
5.2	Main findings	78
5.3	Recommendations for future research	79
5.4	Conclusion	80
	<b>REFERENCES</b>	81
	<b>APPENDICES</b>	93
	<b>BIODATA OF STUDENT</b>	96
	<b>LIST OF PUBLICATION</b>	97

## LIST OF TABLES

Table	Page
2.1 The recognition types and its characteristics based from literature.	9
2.2 The 15 selected peer-reviewed articles and their generic factors for excellence or quality green space.	14
2.3 The generic factors for quality green space.	17
2.4 Cross tabulation of 25 prominent quality attributes for successful green space against 15 previous study.	18
2.5 Existing factors affecting quality green space from literature.	20
2.6 The eight selected recognition and award-giving scheme with the highlight on its general aspect (organizer, years being introduce, country), purpose, framework for assessment, assessment details and example key criteria used in the scheme.	22
3.1 The source of literature.	38
3.2 The issues found during pilot study and its solution.	38
3.3 The trustworthiness strategy used in the study.	41
4.1 The background of the 15 selected interviewees.	44
4.2 Experts' involvement with the recognition and award-giving practice applied in the Malaysian landscape industry.	45
4.3 Experts' familiarity on the recognition program and award-giving practice in the Malaysian landscape industry.	45
4.4 The proposed assessment criteria for the practice or recognition and awards quality green space in Malaysia.	65
4.5 Recognition and award categories and their respective accumulate points.	69
4.6 The factor affecting quality green space in Malaysia.	74

## LIST OF FIGURES

Figures	Page
1.1 Thesis structure posed for this study.	7
2.1 The linkages between green spaces benefits in social, environmental and economic aspect to the improvement of human well-beingness or quality of life.	28
2.2 Conceptual framework of the study.	29
3.1 Research framework posed for study.	32
4.1 The proposed assessment process within the scheme implementation itinerary for the practice of recognition and award-giving quality green space in Malaysia.	72
4.2 Symbiotic relationship between the three key components necessary for quality green space.	75
5.1 Factor affecting quality green space in Malaysia.	79

# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Quality green spaces such as public parks, sport fields, woodlands, gardens, and other open vegetated spaces including water corridors have a big influence in raising the quality of life and quality of place. These green spaces provide opportunities for leisure (Holt et al., 2019), boost social cohesions and relations (Jennings & Bamkole, 2019), contribute to the environmental regulations (Rakhshandehroo et al., 2017), promote awareness and understanding of nature (Mansor & Harun, 2014), and also promote aesthetic value in the midst of residential, offices, shops and other buildings (Southon et al., 2017). It also provides us an answer to the most persistent challenges our societies face, including climate change, public health, society segregations, and food security.

Over the year, green spaces in urban and suburban context have been constantly provided services and benefits that have no set economical value. But it has become increasingly common nowadays to evaluate them in terms of their ample contributions to their surrounding communities (Jansson, 2014). The recent trend towards the increased land development, non-communicable disease (e.g., hypertension, diabetes, obesity), social injustice, particularly in urban areas, makes the ability to determine the quality values of green spaces important in order to ensure their existence and designation.

However, because each green space offers different benefits, such as environmental, tourism, recreational, transportation, aesthetic and health-related nature, no one method exists to measure all such benefits simultaneously (Chaytor et al., 2014; Nicholls & Crompton, 2005). Synonymous, not all green spaces are similar or provided the same amenities, and thus their impact on the quality of life and place may vary (Wheeler et al., 2015).

### 1.2 Research Background

A research by Lindholst et al. (2016) has anticipated that the practice of recognizing and awarding quality green space can become an effective and feasible approach to highlight the importance of quality green space publicly. Joubert (2016) further signified that recognition program with the combination of incentive likes award, reward and certification has the potential to cater mass attention from the non-research community, offers fast exchange of knowledge and, boost the involving party motivation and competitiveness.

The term recognition can be defined in many different ways. While most management practitioners and scholarly articles in business and human resources management defined recognition as getting a reward, earning an incentive for reaching a goal, or celebrating success at work, Recognition Professionals International, formerly the NAER stated recognition as “*An after-the-fact display of appreciation or acknowledgment of an individual or team’s desired behavior, effort, or business result that supports the organization’s goals and values*” (Alexis, 2017, para. 3). The statement was further reinforced by the World Wide Recognition Company Inc. (2018), stating that a good recognition program should include rewards, awards, incentives, and celebrations.

This study postulated that by converging the assumptions on the factor affecting quality green space with the practice of recognition and award-giving, we can celebrate, improvise, and lengthen the organization or personal effort (e.g., green space practitioner, proprietor, group, or person with similar interest) to inspire many others. It also benefiting for Malaysia to establish a new standard approach in provisioning their quality green space, accumulate non-research community attention and participation, and raise the environmental awareness in such a direct and effective way.

However, measuring the quality radiates or inherits by green space was reputed to be a broad study, hard to be simplified, and somewhat complicated (Lindholst et al., 2012). The green space quality should not only be evaluated by their immediate appearance and face value, but it also needs to be critically scrutinized in order to make their inherent assumptions, applications, choices, biases, and particularities transparent for various decision-makers and interests in the public realm (Lindholst et al., 2012).

Although there existed several scientific studies that prompted a variety of methods to statistically computed the green space quality into numerical and descriptive value, Lindholst et al. (2015) further amplified that most of the specific characters in public parks and green spaces were not usually evaluated normatively in the same way by everyone. The latter was further supported by Madureira et al. (2018) that stated green spaces normally were required to perform multiple roles depending on their local context whilst most measuring methods advocate a more generic assumption in scaling the services and quality executed by the green space.

Despite the challenge with the non-standardized practices in computing green space quality and limited access to a scholarly article on green space recognition and award-giving practice, this research attempt to draw some conclusion from the application of the practice itself to support in providing quality landscape and environment in Malaysia. The focus of this research will be on the topic of quality green space, factors affecting quality green space, recognition program, and award-giving practice.



### 1.3 Problem Statement

In Malaysia, the focus for developing and providing Malaysian with quality landscape and quality green spaces were outlined within the aspiration of Malaysian National Landscape Policy (National Landscape Department, 2011). Yet, the increasing reports on the Malaysian green space encroachment have led various organization and concern community to question the Malaysian policies efficacy and its credibility in protecting the existence of green space. According to the Malaysia's Performance Management and Delivery Unit (PEMANDU, 2014), Malaysia has recorded a drastic declined in its green space provisioning by 35 percent in four years due to the pressure of limited land, land scarcity, densification and shifting in need for more profitable urban project. The latter was alarming as it can contribute to the inadequacy of quantity and quality green space in Malaysia (Maryanti et al., 2016).

The stated problems appeared due to several factors. The factors may include, i- blind adoption by Malaysia on studies, strategies, practices and, advanced technology used in temperate-zone countries (Maryanti et al., 2017; Sachs, 2001), ii- conflict and misinterpretation by the non-researcher community such as public and government on the green spaces' worth (Lindholst et al., 2012), iii- many research remained as a concept due to the research-to-practice gaps (Mallonee et al., 2006), iv- specific characters in public parks and green spaces were not evaluated normatively in the same way by everyone (Lindholst et al., 2015), v- no platform or approach to effectively measure, rate and present the worth of quality green space (Fongar et al., 2019) and vi- lack of technique or comprehensive method that were able to simplified the value of green space into a short numerical and economic evidence (Nicholls & Crompton, 2005).

Due to these factors, when austerity and economic recession happened, green spaces and other non-statutory spaces were often the first component to be affected and experienced decline in number (Whitten, 2019). Although a variety of technique and method have been used to quantified the green space worth, they were often failed to extend into an action-based practice that can be utilized by the professional or practitioner (Lindholst et al. 2012). A more direct, popular and feasible approach to represent, rates and celebrate the quality inherits by green space should be introduced to elaborate the value and importance of quality green spaces.

Therefore, this study attempts to devise a suitable recognition and award-giving scheme that can assess or rate the quality standard of Malaysian green spaces using the identified factors affecting the quality of green spaces in Malaysia. The insight obtained from the study may improve the perspectives of communities such as the park users, government agencies involved with park management, design professionals and general public among others, in appreciating green space value and quality.

#### **1.4 Research Questions**

The following research questions were formulated to address the concerns raised in the problem statements.

1. What is the understanding, opinions, and perceptions of professional Landscape Architects on the current practice of recognizing and award-giving used in the Malaysian landscape industry?
2. What are the factors affecting the quality of green spaces in Malaysia?
3. How to propose a new recognition and award-giving scheme that assess and rate the quality of green spaces in Malaysia?

#### **1.5 Research Aims**

This research aims to propose a new recognition and award-giving scheme that could assess and rate the quality of green spaces in Malaysia.

#### **1.6 Research Objectives**

The following objectives were formulated to help this study to achieve the research goal:

1. To gain perspectives from professional landscape architects on the recognition and award-giving practices currently used in the Malaysian landscape industry.
2. To identify factors affecting the quality green spaces in Malaysia.
3. To propose a new recognition and award-giving scheme that assessed and rate the quality of green spaces in Malaysia by using the identified factors.

#### **1.7 Research Significance**

Quality green spaces are significant in the improvement of mental wellbeing and physical health. Malaysian National Landscape Department has a mission which stated *“To create holistic landscape development with high quality and special identity that is sustainable by considering the balance of physical, social, and economic environment through efficient implementation and management system”* (National Landscape Department, 2011, p. 11). The practice of recognizing quality green spaces also has proven to be an excellent approach for fostering a wide range of collaborative efforts across diverse communities, all while assisting the country in addressing a variety of environmental and societal issues (Ellicott, 2016). The result and information gained via the recognition and award-giving practice can further be utilized to establish an agreed standard for the service quality provided by green space management, help them to justify

and evaluate funding and bring back the community to enjoy nature. This approach also allows Malaysia to accommodate a swift information-sharing effort regarding its green space value. Urban planners, landscape architects, green space managers and proprietors, environmental assessors, town developers, policymakers, and the public were examples of communities who will benefit from the practice of recognition and award-giving quality green space.

## **1.8 Assumptions and Limitation**

This research rivets on the practice of recognizing and award-giving quality green spaces in Malaysia. It has included professionals that have relevant experience with Malaysian green space development and the practice of recognition and award-giving used by the Malaysian landscape industry. The focus on the practice of recognition and award-giving were limited to the practice that appraise, rate and celebrate the green space standard. The study also centers on the factor affecting the quality green space that were specifically significant in the Malaysian context. The proposal put forth in this study has adopted based from the framework applied by the current best practice. The framework adoption from the current best practices helped to guide the proposal adaptation according to the Malaysian context.

## **1.9 Definition of Terms**

The followings are the operational definitions for the terms used for this study:

### **Recognition**

Recognition is a constructive response and judgment made about a person's contribution, which reflecting not just on their work performance but also on a person's personal dedication and engagement on a regular or ad hoc basis. A recognition can be expressed formally or informally, individually or collectively, privately or publicly, and monetarily or non-monetarily (Brun & Dugas, 2008).

### **Award-giving practice**

Frey (2006) stated that awards is a form of device (along with monetary income and intrinsic motivation) that motivates individuals to exert effort. The statement are later improvised by Callagher and Smith (2017), concluding that an award are a kind of social feedback platform communicating that an individuals, groups, or companies have attained some form of excellence in their field.

## **Quality**

According to Parasuraman et al. (1985), quality is the sum of all properties, characters or attributes of an object, system or process based on the individual attitudes over a period of times after multiple experiences with it (cited in Baker & Crompton, 2000, p.787). Quality may also relate to the degree of excellence that influence the individual satisfaction over a service or object (Wille, 1992), e.g., product, hospitality service. Meanwhile, from the business and managerial prospect, quality are defined as the “conformance to specification”, “continuous improvement” (Wille, 1992) and “fitness for use” (Smith, 1993).

## **Green space**

Taylor and Hochuli (2017) defined the green space as natural areas and urban vegetation, i.e., lawn, trees, shrub and grasses. The term of urban vegetation covered a number of urban greenery either on the horizontal or vertical axis of the land. Burgess (2015) also elaborates the green spaces is a feature that composed from any green and blue element operating at different spatial scale. This includes green roofs and walls, street trees, private gardens, parks, open spaces, playing fields, woodlands, allotments, wetlands, road verges, green corridors, and streams, canals and other water bodies as a part of green space networking.

### **1.10 Thesis Structure**

This study described a practical approach to assess and celebrate the quality green space in Malaysia by incorporating the practice of recognizing and award-giving that are widely applied across the globe. The state of existing Malaysian green spaces' recognition and award-giving practice, its benefit, issues, ideas, and factors influencing quality green space were investigated. This thesis is structured into five chapters (Figure 1). The first section elaborates on the research background. It provides an overview of the quality green space and how to utilized the practice of recognition and award-giving to appraise and assess the standard or quality green spaces in Malaysia. The next section discusses the problem and issues that hinder the growth of Malaysian quality green space and the need for a practical approach to rate the quality standard of Malaysian green space. The next chapter elaborates on the method used and followed by the chapter on the results and findings. The last chapter is on the recommendations, conclusions and suggestions on future research.

# Thesis Structure



**Figure 1.1: Thesis structure posed for this study**

## REFERENCES

- A' Design Award and Competition. (2009, December 13). *A' Design Award and Competition - Theory - Issues Regarding Public Voting in Design Competitions*. <https://competition.adesignaward.com/theory-public-voting.html>
- Abbasi, A., Alalouch, C., & Bramley, G. (2016). Open Space Quality in Deprived Urban Areas: User Perspective and Use Pattern. *Procedia - Social and Behavioral Sciences*, 216, 194–205. <https://doi.org/10.1016/j.sbspro.2015.12.028>
- Abdul Malek, N., Mohammad, S. Z., & Nashar, A. (2018). Determinant factor for quality green open space assessment in Malaysia. *Journal of Design and Built Environment*, 18(2), 26–36.
- Abdullah, N., A. Shonubi, O., Hashim, R., & Hamid, N. (2016). Recognition and Appreciation and its Psychological Effect on Job Satisfaction and Performance in a Malaysia IT Company: Systematic Review. *IOSR Journal of Humanities and Social Science*, 21(09), 47–55. <https://doi.org/10.9790/0837-2109064755>
- Akpinar, A. (2016). How is quality of urban green spaces associated with physical activity and health? *Urban Forestry and Urban Greening*, 16, 76–83. <https://doi.org/10.1016/j.ufug.2016.01.011>
- Alexis. (2017). *The Basics of Recognition*. Crystal D. <https://www.crystal-d.com/blog/basics-of-recognition>
- Amoatema, A. S., & Kyeremeh, D. D. (2016). Making employee recognition a tool for achieving improved performance: implication for Ghanaian universities. *Journal of Education and Practice*, 7(34), 46–52. <https://files.eric.ed.gov/fulltext/EJ1126683.pdf>
- Anand, N., & Watson, M. R. (2004a). Tournament rituals in the evolution of fields: The case of the Grammy Awards. *Academy of Management Journal*, 47(1), 59–80. <https://doi.org/10.2307/20159560>
- Ashraf, N., Bandiera, O., & Jack, B. K. (2014a). No margin, no mission? A field experiment on incentives for public service delivery. *Journal of Public Economics*, 120, 1–17. <https://doi.org/10.1016/j.jpubeco.2014.06.014>
- Ashraf, N., Bandiera, O., & Lee, S. S. (2014b). Awards unbundled: Evidence from a natural field experiment. *Journal of Economic Behavior and Organization*, 100, 44–63. <https://doi.org/10.1016/j.jebo.2014.01.001>
- Baker, D. A., & Crompton, J. L. (2000). Quality, satisfaction and behavioral intentions. *Annals of Tourism Research*, 27(3), 785–804. [https://doi.org/10.1016/S0160-7383\(99\)00108-5](https://doi.org/10.1016/S0160-7383(99)00108-5)
- Barker, A., Booth, N., Churchill, D., & Crawford, A. (2017). *THE FUTURE PROSPECTS OF URBAN PUBLIC PARKS Findings -Informing change* (Issue July, pp. 1–20). University of Leeds.

<http://futureofparks.leeds.ac.uk/wp-content/uploads/sites/26/2017/07/Job-38853-Future-of-Parks-Findings-Report.pdf>

- Beaney, K. (2009). *Green spaces in the urban environment : uses , perceptions and experiences of Sheffield city centre residents* Katharine Beaney School of Architecture University of Sheffield (Issue October). University of Sheffield.
- Bjarnason, T. (2009). *SOCIAL RECOGNITION AND EMPLOYEES' ORGANIZATIONAL SUPPORT: The Impact of Social Recognition on Organizational Commitment, Intent to Stay, Service Effort, and Service Improvements in an Icelandic Service Setting*. Göteborg University.
- Bogner, A., Littig, B., & Menz, W. (2009). Introduction: Expert Interviews — An Introduction to a New Methodological Debate. In A. Bogner, B. Littig, & W. Menz (Eds.), *Interviewing Experts* (pp. 1–13). Palgrave Macmillan. [https://doi.org/10.1057/9780230244276\\_1](https://doi.org/10.1057/9780230244276_1)
- Bogner, A., & Menz, W. (2009). *The Theory-Generating Expert Interview: Epistemological Interest, Forms of Knowledge, Interaction*. 43–44.
- Brun, J. P., & Dugas, N. (2008). An analysis of employee recognition: Perspectives on human resources practices. *International Journal of Human Resource Management*, 19(4), 716–730. <https://doi.org/10.1080/09585190801953723>
- Burgess, S. (2015). Multifunctional green infrastructure: a typology : Handbook on Green Infrastructure. In D. Sinnett, N. Smith, & S. Burgess (Eds.), *Handbook on Green Infrastructure* (pp. 227–241). Edward Elgar. <https://doi.org/https://doi.org/10.4337/9781783474004.00020>
- Buxton, R. T., McKenna, M. F., Mennitt, D., Brown, E., Frstrup, K., Crooks, K. R., Angeloni, L. M., & Wittemyer, G. (2019). Anthropogenic noise in US national parks – sources and spatial extent . *Frontiers in Ecology and the Environment*. <https://doi.org/10.1002/fee.2112>
- Caelli, K., Ray, L., & Mill, J. (2003). 'Clear as Mud': Toward Greater Clarity in Generic Qualitative Research. *International Journal of Qualitative Methods*, 2(2), 1–13. <https://doi.org/10.1177/160940690300200201>
- Callagher, L., & Smith, P. (2017). *INNOVATION AWARDS: REWARD , RECOGNITION , AND RITUAL Existing Explanations of Awards in Organisations*. 21(5), 1–19. <https://doi.org/10.1142/S1363919617400060>
- Callagher, L., & Smith, P. (2019). Innovation awards: Reward, recognition, and ritual. *Managing Innovation: Understanding and Motivating Crowds*, April, 395–413. [https://doi.org/10.1142/9781786346490\\_0015](https://doi.org/10.1142/9781786346490_0015)
- Castillo-Montoya, M. (2016). Preparing for interview research: The interview protocol refinement framework. *Qualitative Report*, 21(5), 811–831.
- Chakrabarti, K. (2018). *The Science of The Job Search, Part III: 61% of "Entry-Level" Jobs Require 3+ Years of Experience – TalentWorks*. <https://talent.works/2018/03/28/the-science-of-the-job-search-part-iii-61->

of-entry-level-jobs-require-3-years-of-experience/

- Chaytor, S., Paskins, J., & Orr, S. (2014). *Valuing Urban Green Space: Challenges and Opportunities* (Issue october).
- Colesca, S. E., & Alpopi, C. (2011). The Quality of Bucharest's Green Spaces. *Theoretical and Empirical Researches in Urban Management*, 6(4), 45–59.
- Creswell, J. W. (2013). *Qualitative Inquiry and Research Design: Choosing Among Five Approaches* (3rd Editio). Sage Publications, Inc.
- Creswell, J. W., & Miller, D. L. (2000). Determining validity in qualitative inquiry. *Theory into Practice*, 39(3), 124–130. [https://doi.org/10.1207/s15430421tip3903\\_2](https://doi.org/10.1207/s15430421tip3903_2)
- Crouch, M., & McKenzie, H. (2006). The logic of small samples in interview-based qualitative research. *Social Science Information*, 45(4), 483–499. <https://doi.org/10.1177/0539018406069584>
- Davern, M., Farrar, A., Kendal, D., & Giles-corti, B. (2017). *Quality Green Space Supporting Health, Wellbeing and Biodiversity: A Literature Review. March*, 52.
- Davies, Z. G., Edmondson, J. L., Heinemeyer, A., Leake, J. R., & Gaston, K. J. (2011). Mapping an urban ecosystem service: Quantifying above-ground carbon storage at a city-wide scale. *Journal of Applied Ecology*, 48(5), 1125–1134. <https://doi.org/10.1111/j.1365-2664.2011.02021.x>
- DeCarlo, M. (2018). 13.2 *Qualitative interview techniques - Scientific Inquiry in Social Work*. Open Social Work Education. <https://scientificinquiryinsocialwork.pressbooks.com/chapter/13-2-qualitative-interview-techniques/>
- Ellicott, K. (2016). Raising the Standard: The Green Flag Award Guidance Manual. In *Green Flag Award* (Vol. 111, p. 1). Keep Britain Tidy.
- Elo, S., Kääriäinen, M., Kanste, O., Pölkki, T., Utriainen, K., & Kyngäs, H. (2014). Qualitative Content Analysis. *SAGE Open*, 4(1), 215824401452263. <https://doi.org/10.1177/2158244014522633>
- Fongar, Aamodt, Randrup, & Solfeld. (2019). Does Perceived Green Space Quality Matter? Linking Norwegian Adult Perspectives on Perceived Quality to Motivation and Frequency of Visits. *International Journal of Environmental Research and Public Health*, 16(13), 2327. <https://doi.org/10.3390/ijerph16132327>
- Fongar, C., Randrup, T. B., Wiström, B., & Solfeld, I. (2019). Public urban green space management in Norwegian municipalities: A managers' perspective on place-keeping. *Urban Forestry and Urban Greening*, 44(August), 126438. <https://doi.org/10.1016/j.ufug.2019.126438>
- Fors, H., Molin, J. F., Murphy, M. A., & Konijnendijk van den Bosch, C. (2015). User participation in urban green spaces - For the people or the parks?



- Urban Forestry and Urban Greening*, 14(3), 722–734.  
<https://doi.org/10.1016/j.ufug.2015.05.007>
- Francis, C. D., Kleist, N. J., Ortega, C. P., & Cruz, A. (2012). Noise pollution alters ecological services: Enhanced pollination and disrupted seed dispersal. *Proceedings of the Royal Society B: Biological Sciences*, 279(1739), 2727–2735. <https://doi.org/10.1098/rspb.2012.0230>
- Frey, B. S. (2006). Special Section : Doing Psychological Science Giving and Receiving Awards. *Perspectives on Psychological Science*, 1(4), 377–388. <https://doi.org/10.1111/j.1745-6916.2006.00022.x>
- Frey, B. S. (2007). Awards as compensation. *European Management Review*, 4(1), 19–20. <https://doi.org/10.1057/palgrave.emr.1500070>
- Galloway, S., Bell, D., Hamilton, C., & Scullion, A. (2006). Quality of life and well-being: measuring the benefits of culture and sport. A literature review. In *Quality of Life and Well-being: Measuring the Benefits of Culture and Sport: Literature Review and Thinkpiece*.
- Gallus, J., & Frey, B. S. (2016). Awards as Strategic Signals. *Journal of Management Inquiry*, 26(1), 76–85. <https://doi.org/10.1177/1056492616658127>
- Glyman, A., & Rankin, S. (2016). Blurred Lines: Homelessness & the Increasing Privatization of Public Space. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.2776876>
- Graneheim, U. H., & Lundman, B. (2004). Qualitative content analysis in nursing research: Concepts, procedures and measures to achieve trustworthiness. *Nurse Education Today*, 24(2), 105–112. <https://doi.org/10.1016/j.nedt.2003.10.001>
- Greenspace Scotland. (2008). Greenspace Quality: A Guide to Assessment, Planning and Strategic Development. In *The Scottish Government* (pp. 1–53). Greenspace Scotland , Glasgow and Clyde Valley Green Network Partnership.
- Harrison, K. J. (2019). *Employee Recognition: The secret to great team performance*. Cutting Edge PR. <https://oelauds.org/sites/oelauds.org>
- Harvey, J., & Field, R. (2006). Recognition and Rewards: Research and Results of a System in a New Zealand Organisation. In *Labour, Employment and Work in New Zealand*. <https://doi.org/10.26686/lew.v0i0.1594>
- Heckathorn, D. D. (1997). Respondent-Driven Sampling: A New Approach to the Study of Hidden Populations. In *Social Problems* (Vol. 44, Issue 2, pp. 174–199). <https://doi.org/10.1525/sp.1997.44.2.03x0221m>
- Henderson, A., & Fry, C. R. (2011). Better parks through law and policy: a legal analysis of authorities governing public parks and open spaces. *Journal of Physical Activity & Health*, 8 Suppl 1(Suppl 1), 109–115. <https://doi.org/10.1123/jpah.8.s1.s109>

- Holloway, I., & Galvin, K. (2017). *Qualitative Research in Nursing and Healthcare, 4th Edition* (4th Editio). Wiley Blackwell.
- Holt, E. W., Lombard, Q. K., Best, N., Smiley-Smith, S., & Quinn, J. E. (2019). Active and passive use of green space, health, and well-being amongst university students. *International Journal of Environmental Research and Public Health*, 16(3). <https://doi.org/10.3390/ijerph16030424>
- Jacob, S. A., & Furgerson, S. P. (2012). Writing Interview Protocols and Conducting Interviews: Tips for Students New to the Field of Qualitative Research. In *The Qualitative Report* (Vol. 17). <http://www.nova.edu/ssss/QR/QR17/jacob.pdf>
- Jayne, M., Holloway, S. L., & Valentine, G. (2006). Drunk and Disorderly: Alcohol, Urban Life and Public Space. *Progress in Human Geography*, 30(4), 451–468. <https://doi.org/10.1191/0309132506ph618oa>
- Jennings, V., & Bamkole, O. (2019). The relationship between social cohesion and urban green space: An avenue for health promotion. *International Journal of Environmental Research and Public Health*, 16(3). <https://doi.org/10.3390/ijerph16030452>
- Joubert, M. (2016). *Scientists have much to gain by sharing their research with the public*. [https://theconversation.com/scientists-have-much-to-gain-by-sharing-their-research-with-the-public-64129#\\_=\\_](https://theconversation.com/scientists-have-much-to-gain-by-sharing-their-research-with-the-public-64129#_=_)
- Kahlke, R. M. (2014). Generic qualitative approaches: Pitfalls and benefits of methodological mixology. *International Journal of Qualitative Methods*, 13(1), 37–52. <https://doi.org/10.1177/160940691401300119>
- Katja, V. (2017). *Standard for green areas*. Lahti University of Applied Sciences.
- Kennedy, D. M. (2016). Is it any clearer? Generic qualitative inquiry and the VSAIEEDC model of data analysis. *Qualitative Report*, 21(8), 1369–1379.
- Knobel, P., Dadvand, P., & Maneja-Zaragoza, R. (2019). A systematic review of multi-dimensional quality assessment tools for urban green spaces. *Health & Place*, 59(March), 102198. <https://doi.org/10.1016/j.healthplace.2019.102198>
- Kong, F., & Nakagoshi, N. (2005). Changes of Urban Green Spaces and Their Driving Forces : a Case Study of Jinan City, China. *Journal of International Development and Cooperation*, 11(2), 97–109. <https://doi.org/10.15027/29763>
- Konijnendijk, C. C., Annerstedt, M., Nielsen, A. B., & Maruthaveeran, S. (2013). Benefits of Urban Parks - A systematic review. *International Federation of Parks and Recreation Administration*, January, 1–68.
- Korstjens, I., & Moser, A. (2018). Series: Practical guidance to qualitative research. Part 4: Trustworthiness and publishing. *European Journal of General Practice*, 24(1), 120–124. <https://doi.org/10.1080/13814788.2017.1375092>

- Krajter Ostoić, S., Konijnendijk van den Bosch, C. C., Vuletić, D., Stevanov, M., Živojinović, I., Mutabdžija-Bećirović, S., Lazarević, J., Stojanova, B., Blagojević, D., Stojanovska, M., Nevenić, R., & Pezdevšek Malovrh, Š. (2017). Citizens' perception of and satisfaction with urban forests and green space: Results from selected Southeast European cities. *Urban Forestry and Urban Greening*, 23, 93–103. <https://doi.org/10.1016/j.ufug.2017.02.005>
- Krishanan, I. amutan, & Gordan, M. (2014). A Review of B. F. Skinner's 'Reinforcement Theory of Motivation. *INTERNATIONAL JOURNAL OF RESEARCH IN EDUCATION METHODOLOGY*, 5(February 2014), 680–688.
- Latham, J. R. (2013). A framework for leading the transformation to performance excellence part I: CEO perspectives on forces, facilitators, and strategic leadership systems. *Quality Management Journal*, 20(2), 12–33. <https://doi.org/10.1080/10686967.2013.11918095>
- Lennon, M., Douglas, O., & Scott, M. (2017). Urban green space for health and well-being: developing an 'affordances' framework for planning and design. *Journal of Urban Design*, 22(6), 778–795. <https://doi.org/10.1080/13574809.2017.1336058>
- Lim, J. H. (2011). Qualitative Methods in Adult Development and Learning: Theoretical Traditions, Current Practices, and Emerging Horizons. In C. Hoare (Ed.), *The Oxford Handbook of Reciprocal Adult Development and Learning* (2 ed.) (2nd ed.). NY: Oxford University Press. <https://doi.org/10.1093/oxfordhb/9780199736300.013.0020>
- Lindholst, A. C., Konijnendijk, C. C., Fors, H., & Sullivan, S. G. (2012). *The inherent politics of quality in public park management*.
- Lindholst, A. C., Konijnendijk van den Bosch, C. C., Kjøller, C. P., Sullivan, S., Kristofferson, A., Fors, H., & Nilsson, K. (2016). Urban green space qualities reframed toward a public value management paradigm: The case of the Nordic Green Space Award. *Urban Forestry and Urban Greening*, 17, 166–176. <https://doi.org/10.1016/j.ufug.2016.04.007>
- Lindholst, A. C., Sullivan, S. G., Konijnendijk, C. C., & Fors, H. (2015). The Inherent Politics of Managing the Quality of Urban Green Spaces. *Planning Practice and Research*, 30(4), 376–392. <https://doi.org/10.1080/02697459.2015.1057943>
- Littig, B. (2009). Interviewing the Elite - Interviewing Experts: Is There a Difference? In A. Bogner, B. Littig, & W. Menz (Eds.), *Interviewing Experts* (pp. 98–116). Palgrave Macmillan. [https://doi.org/10.1057/9780230244276\\_8](https://doi.org/10.1057/9780230244276_8)
- Littig, B. (2014). *Qualitative Inquiry Socio-Translational Collaboration in Qualitative Inquiry: The Case of Expert*. <https://doi.org/10.1177/1077800414543696>
- Lothian, A. (1999). Landscape and the philosophy of aesthetics: Is landscape quality inherent in the landscape or in the eye of the beholder? *Landscape*

and *Urban Planning*, 44(4), 177–198. [https://doi.org/10.1016/S0169-2046\(99\)00019-5](https://doi.org/10.1016/S0169-2046(99)00019-5)

- Loubere, N. (2017). Questioning Transcription : The Case for the Systematic and Reflexive Interviewing and Reporting ( SRIR ) Method instance , in the popular book " Constructing Grounded Theory : A Practical Guide Through Qualitative Analysis ", Kathy CHARMAZ states : " *Cod. Forum: Qualitative Social Research*, 18(2), Art. 15.
- Luthans, K. (2000). Recognition: A Powerful, but often Overlooked, Leadership Tool to Improve Employee Performance. *Journal of Leadership Studies*, 7(1), 31–39. <https://doi.org/10.1177/107179190000700104>
- MacCormack, A., Murray, F., & Wagner, E. (2013, September 17). Spurring Innovation Through Competitions. *MITSloan Management Review*. <https://sloanreview.mit.edu/article/spurring-innovation-through-competitions/>
- Madureira, H., Nunes, F., Oliveira, J., & Madureira, T. (2018). Preferences for Urban Green Space Characteristics: A Comparative Study in Three Portuguese Cities. *Environments*, 5(2), 23. <https://doi.org/10.3390/environments5020023>
- Malek, N. A., Mariapan, M., Mohd Shariff, M. K., & Aziz, A. (2011). Assessing the needs for quality neighbourhood parks. *Australian Journal of Basic and Applied Sciences*, 5(10), 743–753.
- Malek, N. A., Mariapan, M., & Shariff, M. K. M. (2012). The Making of a Quality Neighbourhood Park: A Path Model Approach. *Procedia - Social and Behavioral Sciences*, 49, 202–214. <https://doi.org/10.1016/j.sbspro.2012.07.019>
- Malek, N. A., Mohammad, S. Z., & Nashar, A. (2018a). Determinant factor for quality green open space assessment in Malaysia. *Journal of Design and Built Environment*, 18(2), 26–36.
- Malek, N. A., & Nashar, A. (2018b). Use Pattern And Activities: The Evaluations Of Malaysian Green Open Space Design. *Journal of the Malaysian Institute of Planners*, 16(3), 121–131.
- Mallonee, S., Fowler, C., & Istre, G. R. (2006). Bridging the gap between research and practice: A continuing challenge. In *Injury Prevention* (Vol. 12, Issue 6, pp. 357–359). <https://doi.org/10.1136/ip.2006.014159>
- Malterud, K., Siersma, V. D., & Guassora, A. D. (2016). Sample Size in Qualitative Interview Studies: Guided by Information Power. *Qualitative Health Research*, 26(13), 1753–1760. <https://doi.org/10.1177/1049732315617444>
- Manan, Z. A., Shiun, L. J., Alwi, S. R. W., Hashim, H., Kannan, K. S., Mokhtar, N., & Ismail, A. Z. (2010). Energy Efficiency Award system in Malaysia for energy sustainability. *Renewable and Sustainable Energy Reviews*, 14(8), 2279–2289. <https://doi.org/10.1016/j.rser.2010.04.013>

- Mansor, M., & Harun, N. Z. (2014). Health Issues and Awareness, and the Significant of Green Space for Health Promotion in Malaysia. *Procedia - Social and Behavioral Sciences*, 153, 209–220. <https://doi.org/10.1016/j.sbspro.2014.10.055>
- Markham, S. E., Scott, K. D., & McKee, G. H. (2002). Recognizing good attendance: A longitudinal, quasi-experimental field study. *Personnel Psychology*, 55(3), 639–660. <https://doi.org/10.1111/j.1744-6570.2002.tb00124.x>
- Maryanti, M. R., Khadijah, H., Uzair, A. M., & Ghazali, M. A. R. M. M. (2017). The urban green space provision using the standards approach: issues and challenges of its implementation in Malaysia. *WIT Transactions on Ecology and The Environment*, 210, 369–379. <https://doi.org/10.2495/sdp160311>
- Maxwell, J. A. (2013). *Qualitative Research Design: An Interactive Approach* (L. Bickman & D. J. Rog (eds.); 3rd Editio). SAGE Publications Inc.
- McGrath, C., Palmgren, P. J., & Liljedahl, M. (2019). Twelve tips for conducting qualitative research interviews. *Medical Teacher*, 41(9), 1002–1006. <https://doi.org/10.1080/0142159X.2018.1497149>
- Mensah, C. A., Andres, L., Perera, U., & Roji, A. (2016). Enhancing quality of life through the lens of green spaces: A systematic review approach. *International Journal of Wellbeing*, 6(1), 142–163. <https://doi.org/10.5502/ijw.v6i1.445>
- Merriam, S. B. (2009). Qualitative Research: A guide to Design and Implemetation. In *36th Annual Meeting of the American Association of Swine Veterinarians*. John Wiley & Sons, Inc.
- Merriam, S. B., & Tisdell, E. J. (2015). *Qualitative Research: A Guide to Design and Implementation* (4th Editio). John Wiley & Sons, Inc.
- Morse, J. M., & Niehaus, L. (2009). *Mixed Method Design: Principles and Procedures*. Left Coast Press.
- Murray, F., Stern, S., Campbell, G., & MacCormack, A. (2012). Grand Innovation Prizes: A theoretical, normative, and empirical evaluation. *Research Policy*, 41(10), 1779–1792. <https://doi.org/10.1016/j.respol.2012.06.013>
- National Landscape Department Ministry of Housing and Local Government. (2011). *National Landscape Policy*.
- Neckermann, S., & Frey, B. S. (2013). And the winner is. . .? The motivating power of employee awards. *Journal of Socio-Economics*, 46, 66–77. <https://doi.org/10.1016/j.socec.2013.06.006>
- Nicholls, S., & Crompton, J. L. (2005). The impact of greenways on property values: Evidence from Austin, Texas. *Journal of Leisure Research*, 37(3), 321–341. <https://doi.org/10.1080/00222216.2005.11950056>
- Nurazlina, A. B., Malek, N. A., & Mansor, M. (2016). Access to Parks and Recreational Opportunities in Urban Low-income Neighbourhood.

- Procedia - Social and Behavioral Sciences*, 234, 299–308.  
<https://doi.org/10.1016/j.sbspro.2016.10.246>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4), 41. <https://doi.org/10.2307/1251430>
- Patton, M. Q. (2015). *Qualitative Research & Evaluation Methods: Integrating Theory and Practice* (4th Editio). Sage Publications, Inc.
- PEMANDU, J. (2014). Economic Transformation Programme (ETP): Annual Report 2014 Review. In *ETP Handbook*. <https://doi.org/10.3233/WOR-141920>
- Percy, W. H., Kostere, K., & Kostere, S. (2015). Generic qualitative research in psychology. *Qualitative Report*, 20(2), 76–85.  
<https://doi.org/10.1080/00291463.1986.10637281>
- Ping, C. H. (2010). *Avoid the 'Why' Question « Lives & Legacies*. Lives and Legacies: A Guide to Qualitative Interviewing. [https://www.utoronto.ca/~pchsiung/LAL/interviewing/phrasing/avoid\\_why](https://www.utoronto.ca/~pchsiung/LAL/interviewing/phrasing/avoid_why)
- Rakhshandehroo, M., Mohd Yusof, M. J., Arabi, R., Parva, M., & Nochian, A. (2017). The Environmental Benefits Of Urban Open Green Spaces. *Alam Cipta*, Vol 10(1), 10–16.  
[https://www.researchgate.net/publication/322775387\\_THE\\_ENVIRONMENTAL\\_BENEFITS\\_OF\\_URBAN\\_OPEN\\_GREEN\\_SPACES](https://www.researchgate.net/publication/322775387_THE_ENVIRONMENTAL_BENEFITS_OF_URBAN_OPEN_GREEN_SPACES)
- Rey Gozalo, G., Barrigón Morillas, J. M., Montes González, D., & Atanasio Moraga, P. (2018). Relationships among satisfaction, noise perception, and use of urban green spaces. *Science of the Total Environment*, 624, 438–450. <https://doi.org/10.1016/j.scitotenv.2017.12.148>
- Sachs, J. D. (2001). Tropical Underdevelopment. In *NBER Working Paper Series* (No. 8119; Issue February). <https://doi.org/10.3386/w8119>
- Sandelowski, M. (1996). One is the liveliest number: The case orientation of qualitative research. *Research in Nursing and Health*, 19(6), 525–529.  
[https://doi.org/10.1002/\(SICI\)1098-240X\(199612\)19:6<525::AID-NUR8>3.0.CO;2-Q](https://doi.org/10.1002/(SICI)1098-240X(199612)19:6<525::AID-NUR8>3.0.CO;2-Q)
- Sandström, U. G. (2002). Green infrastructure planning in urban Sweden. *Planning Practice and Research*, 17(4), 373–385.  
<https://doi.org/10.1080/02697450216356>
- Saunders, B., Sim, J., Kingstone, T., Baker, S., Waterfield, J., Bartlam, B., Burroughs, H., & Jinks, C. (2018). Saturation in qualitative research: exploring its conceptualization and operationalization. *Quality and Quantity*, 52(4), 1893–1907. <https://doi.org/10.1007/s11135-017-0574-8>
- Saunderson, R. (2004). *Survey Findings of the Effectiveness of Employee Recognition in the Public Sector*. 33(3), 255–275.  
<https://doi.org/https://doi.org/10.1177/009102600403300302>

- Shannon, G., McKenna, M. F., Angeloni, L. M., Crooks, K. R., Fristrup, K. M., Brown, E., Warner, K. A., Nelson, M. D., White, C., Briggs, J., McFarland, S., & Wittemyer, G. (2016). A synthesis of two decades of research documenting the effects of noise on wildlife. *Biological Reviews*, *91*(4), 982–1005. <https://doi.org/10.1111/brv.12207>
- Shanteau, J. (2015). Why task domains (still) matter for understanding expertise. *Journal of Applied Research in Memory and Cognition*, *4*(3), 169–175. <https://doi.org/10.1016/j.jarmac.2015.07.003>
- Shi, W., Zhang, Y., & Hoskisson, R. F. (2017). Ripple Effects of CEO Awards: Investigating the Acquisition Activities of Superstar CEOs' Competitors. *Strategic Management Journal*, *October*, 1–43. <https://doi.org/10.1002/smj>
- Skinner, B. F. (1963). Operant behavior. *American Psychologist*, *18*(8), 503–515. <https://doi.org/10.1037/h0045185>
- Smith, G. F. (1993). The meaning of quality. *Total Quality Management*, *4*(3), 235–244. <https://doi.org/10.1080/09544129300000038>
- Smith, H. J., Chen, J., & Liu, X. (2008). Language and rigour in qualitative research: Problems and principles in analyzing data collected in Mandarin. *BMC Medical Research Methodology*, *8*, 1–8. <https://doi.org/10.1186/1471-2288-8-44>
- Southon, G. E., Jorgensen, A., Dunnett, N., Hoyle, H., & Evans, K. L. (2017). Biodiverse perennial meadows have aesthetic value and increase residents' perceptions of site quality in urban green-space. *Landscape and Urban Planning*, *158*, 105–118. <https://doi.org/10.1016/j.landurbplan.2016.08.003>
- Sreetheran, M., & van den Bosch, C. C. K. (2014). A socio-ecological exploration of fear of crime in urban green spaces - A systematic review. *Urban Forestry and Urban Greening*, *13*(1), 1–18. <https://doi.org/10.1016/j.ufug.2013.11.006>
- Stessens, P., Canters, F., Huysmans, M., & Khan, A. Z. (2020). Urban green space qualities: An integrated approach towards GIS-based assessment reflecting user perception. *Land Use Policy*, *91*(October 2019), 104319. <https://doi.org/10.1016/j.landusepol.2019.104319>
- Szeremeta, B., & Zannin, P. H. T. (2009). Analysis and evaluation of soundscapes in public parks through interviews and measurement of noise. *Science of the Total Environment*, *407*(24), 6143–6149. <https://doi.org/10.1016/j.scitotenv.2009.08.039>
- Tashakkori, A., & Teddlie, C. (2003). *Handbook of Mixed Methods in Social & Behavioral Research*. SAGE Publications.
- Taylor, B. T., Fernando, P., Bauman, A. E., Williamson, A., Craig, J. C., & Redman, S. (2011). Measuring the quality of public open space using google earth. *American Journal of Preventive Medicine*, *40*(2), 105–112. <https://doi.org/10.1016/j.amepre.2010.10.024>

- Taylor, L., & Hochuli, D. F. (2017). Defining greenspace: Multiple uses across multiple disciplines. *Landscape and Urban Planning*, 158, 25–38. <https://doi.org/10.1016/j.landurbplan.2016.09.024>
- Ter, Ü. (2011). Quality criteria of urban parks: The case of Alaaddin Hill (Konya-Turkey). *African Journal of Agricultural Research*, 6(23), 5367–5376. <https://doi.org/10.5897/AJAR11.016>
- Tessema, M. T., Ready, K. J., & Embaye, A. B. (2013). The Effects of Employee Recognition , Pay , and Benefits on Job Satisfaction: Cross Country Evidence. *Journal of Business and Economics*, 4(1), 1–12.
- The Trust for Public Land. (2018). *The ParkScore® index: Methodology and FAQ*. <https://www.tpl.org/parkscore/about>
- Tsai, Y. (2011). Relationship between organizational culture, leadership behavior and job satisfaction. *BMC Health Services Research*, 11. <https://doi.org/10.1186/1472-6963-11-98>
- United Bank of Carbon. (2015). *A Brief Guide to The Benefits of Urban Green Spaces*. [http://leaf.leeds.ac.uk/wp-content/uploads/2015/10/LEAF\\_benefits\\_of\\_urban\\_green\\_space\\_2015\\_upd.pdf](http://leaf.leeds.ac.uk/wp-content/uploads/2015/10/LEAF_benefits_of_urban_green_space_2015_upd.pdf)
- United Nations Environment Programme. (2011). *Issues Brief #1: The Environmental Dimension of IFSD - UNEP*. <https://www.yumpu.com/en/document/read/7922316/the-environmental-dimension-of-ifsd-unesp>
- Vance, R. J. (2006). *Employee Engagement and Commitment: A guide to understanding, measuring and increasing engagement in your organization* (F. P. Morgeson (ed.)). SHRM Foundation.
- Wei, L. T., & Yazdanifard, R. (2014). The impact of Positive Reinforcement on Employees' Performance in Organizations. *American Journal of Industrial and Business Management*, 04(01), 9–12. <https://doi.org/10.4236/ajibm.2014.41002>
- Whitten, M. (2019). Blame it on austerity? Examining the impetus behind London's changing green space governance. *People, Place and Policy Online*, 12(3), 204–224. <https://doi.org/10.3351/ppp.2019.8633493848>
- WHOQOL Group. (1995). The World Health Organization Quality of Life Assessment (WHOQOL): Position paper from the World Health Organization. *Social Science and Medicine*, 41(10), 1403–1409.
- Wille, E. (1992). *Quality : Achieving Excellence*. Century Business.
- Won, J. K. (2018). *Changes in Park & Green Space Policies in Seoul | 서울아카이브 Seoul Solution*. <https://seoulsolution.kr/en/content/3497>
- World Urban Park. (2018). *Large Urban Park Award*.
- World Wide Recognition Company Inc. (2018). *Importance of Recognition - Awards For Patents*. <https://www.awardsforpatents.com/importance-of->



recognition/

Wright Wendel, H. E., Zarger, R. K., & Mihelcic, J. R. (2012). Accessibility and usability: Green space preferences, perceptions, and barriers in a rapidly urbanizing city in Latin America. *Landscape and Urban Planning*, 107(3), 272–282. <https://doi.org/10.1016/j.landurbplan.2012.06.003>

Zhang, Y., Van den Berg, A. E., Van Dijk, T., & Weitkamp, G. (2017). Quality over quantity: Contribution of urban green space to neighborhood satisfaction. *International Journal of Environmental Research and Public Health*, 14(5). <https://doi.org/10.3390/ijerph14050535>

Zhou, X., & Rana, M. M. P. (2012). Social benefits of urban green space: A conceptual framework of valuation and accessibility measurements. *Management of Environmental Quality*, 23(2), 173–189. <https://doi.org/10.1108/14777831211204921>

Zhu, Z., Lang, W., Tao, X., Feng, J., & Liu, K. (2019). Exploring the quality of urban green spaces based on urban neighborhood green index-a case study of Guangzhou city. *Sustainability (Switzerland)*, 11(19). <https://doi.org/10.3390/su11195507>